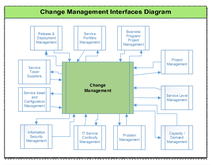
4.1 Common IT Service Lifecycle Processes

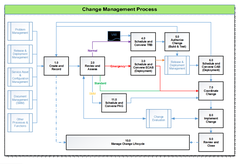
SMM 4.1.4 – Service Transition

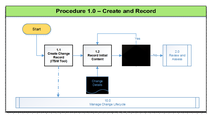
Covers transition of new and changed services into supported environments, including release, planning, building, testing, evaluation, and deployment. Also covers retirement and transfer of services between service providers. Applies to associated services, service management processes, technology, people, and Integrated Suppliers supporting ITISP. VITA's approach should consist of utilizing ITIL-based service transition processes and principles from an enterprise perspective while supporting the following activities: 1) Institutionalize an enhanced service transition approach across the COV, its agencies, and VITA; 2) Conduct a gap analysis of current processes leading to identification of enhancements for future planning and innovation; 3) Ensure the defined transition activities achieve its purpose, and is refined where appropriate; 4) Answer where VITA and the commonwealth agencies should proceed through continual improvement roadmap updates; 5) Secure necessary funding to design, develop, and deliver services meeting VITA and customer strategies under the new multi-supplier model; 6) Ensure the best mix of services is provided to balance the commonwealth's investment in IT while meeting or exceeding the needs of commonwealth agencies and citizens; 7) Deepen VITA understanding of agency business requirements that result in service provisioning and delivery that meets those needs.

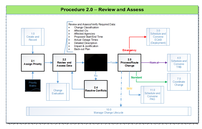
SMM 4.1.4.1 – Change Management

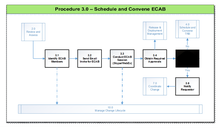
CHGM exists to successfully implement changes on the first attempt, with minimum disruption of, and impact on, COV IT services, its agencies, VITA, and ITISP. CHGM seeks to control the life-cycle of all changes. It comprises an end-to-end (E2E) process that minimizes risk, cost, and business disruption, while protecting the computing environment, and the delivery of related Services. All changes to Configuration Items (CIs) must be carried out in a planned and authorized manner. This includes identifying the specific CIs and IT Services affected by the change, planning the change, communicating the change, deploying the change, testing the change, and having a Back-out plan should the change result in a disruption of the service. This also includes tracking and oversight for all changes through the Change lifecycle. There are three (3) governance forums established to provide the controls and oversight for effective Change Management: 1) Technical Review Board (TRB) – A Technical Review to establish feasibility of major changes, coordination of technical solution, and verification for risks and security aspects being introduced into the VITA environment; 2) Change Advisory Board (CAB) – A collective Board representing each of the Service Areas being provided by VITA and represented by VITA, Multisourcing Service Integrator (MSI), and Service Tower Supplier (STS); 3) Process Approval Group (PAG) – VITA Chaired Forum that will review and approve the Service Management Manual artifacts as described in Exhibit 1.3 Service Management Manual Outline. CHGM includes all additions, deletions, or modifications to IT services and CIs within the Platform, and to systems and services as contracted by VITA with the MSI. The scope of Change Management covers changes to all CIs across the whole service lifecycle, whether these CIs are physical assets such as servers or networks, virtual assets such as virtual servers or virtual storage, or other types of assets under configuration control, including controlled documentation (Service Management Manual (SMM) artifacts).

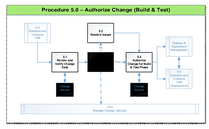


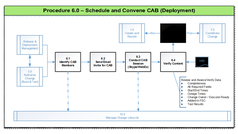


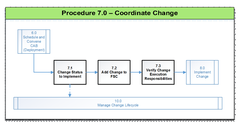


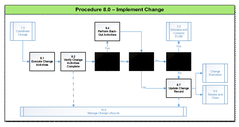


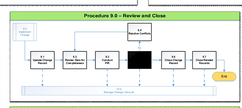


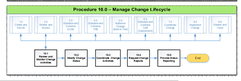


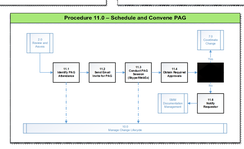


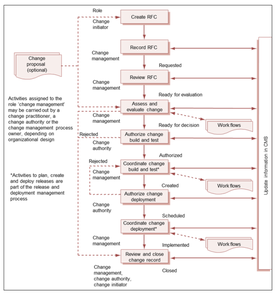


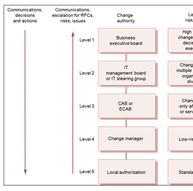


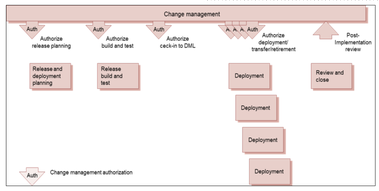


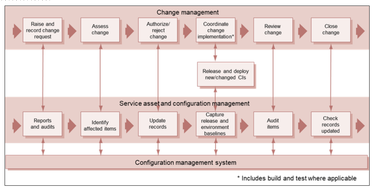


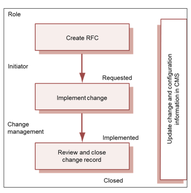






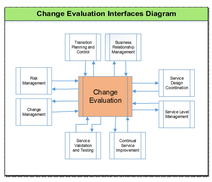


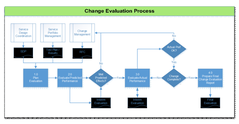


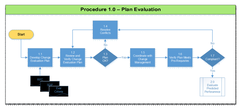


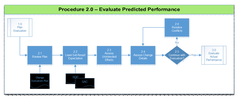
SMM 4.1.4.2 – Change Evaluation DTP

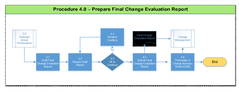
Provides a consistent and standardized means of assessing the performance (actual against predicted performance) of a service change in the context of likely impacts on business outcomes, and on existing proposed service and IT infrastructure. The actual performance of a change is assessed against its predicted performance. Risks and Issues related to the change are identified and managed. Key objectives: 1) Set stakeholder expectations correctly and provide effective and accurate information to Change Management to make sure that changes which adversely affect service capability and introduce risk are not transitioned unchecked; 2) Evaluate the intended effects of a Service Change and as much of the unintended effects as is reasonable practical given capacity, resource and organizational constraints; 3) Provide good quality outputs so that Change Management can expedite an effective decision about whether or not to authorize a Service Change. Change Evaluation seeks to assess "Major" Changes, like the introduction of a new service, or a substantial change to an existing service, before those changes are allowed to proceed to the next phase in their life-cycle. Activity elements consist of: 1) Planning of evaluation based on the Service Design Package (SDP); 2) Evaluation of intended and unintended impact of the changes; 3) Evaluation of risk and predicted performance of the solution against established requirements; 4) Evaluation of and reporting on actual performance post-change. Every change must be authorized by a suitable change authority at various points in its lifecycle; for example before build and test, before it is checked in to the Definitive Media Library (DML), and before it is deployed to the production environment.





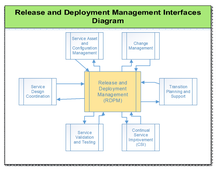


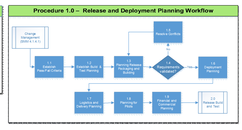


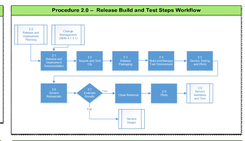


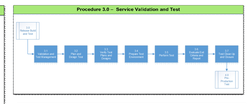
SMM 4.1.4.3 – Release and Deployment Management (RDPM)

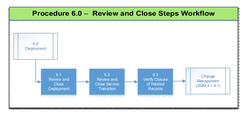
RDPM is to plan, schedule, and control the build, test, and deployment of releases, and deliver new functionality required by the business while protecting the integrity of existing services. Releases are controlled by way of approved changes. Release Packages will identify and include Services and their component Configuration Items (hardware, software, and associated controlled documentation). RDPM objectives: 1) Define and agree to Release and Deployment Management plans with customers and stakeholders; 2) Create and test release packages that consist of related configuration items that are compatible with each other; 3) Ensure that the integrity of a release package and its constituent components is maintained throughout the transition activities, and that all release packages are stored in a Definitive Media Library (DML) and recorded accurately in the Configuration Management System (CMS); 4) Deploy release packages form the DML to the production environment following an agreed plan and schedule; 5) Ensure that all release packages can be tracked, installed, tested, verified and/or uninstalled, or backed out if appropriate; 6) Ensure that organization and stakeholder change is managed during Release and Deployment activities; 7) Ensure that a new or changed service and its enabling system, technology and organization are capable of delivering the agreed utility and warranty; 8) Record and manage deviations, risks and issues related to the new or changed service and take necessary corrective actions; 9) Ensure that there is knowledge transfer to enable the customer and users to optimize their use of the service to support their business activities; 10) Ensure that skills and knowledge are transferred to service operation functions to enable them to effectively and efficiently deliver, support and maintain the service according to required warranties and service levels; 11) Establish a special post-deployment support function to accept end user complaints, answer questions, and provide for a list of needed bug fixes; 12) Monitor and review production errors in order to improve test models over time; 13) Capture, document and report frequently asked questions. RDPM scope includes all Configuration Items (CIs) required to implement a release, such as: 1) Physical Assets; 2) Virtual Assets; 3) Applications and Software; 4) Training for Users and IT Staff; 5) Services, including all related contracts and agreements. Although RDPM is responsible for ensuring appropriate testing takes place, the actual testing is carried out as part of the Service Validation and Testing Process.

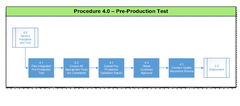


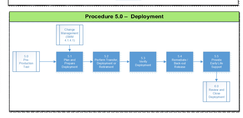






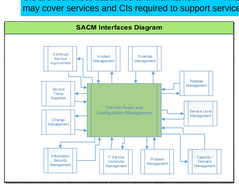


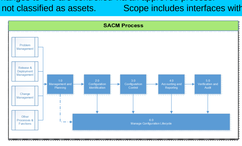


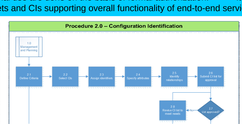


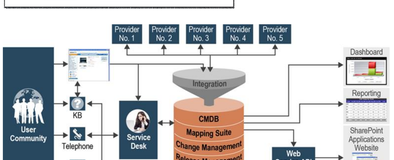
SMM 4.1.4.4 – Service Asset and Configuration Management (SACM)

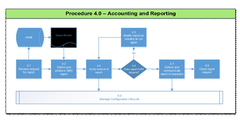
To identify, control, record, report, audit, and verify service assets and configuration items, including versions, baselines, constituent components, their attributes, and relationships. SACM provides a logical model of the IT infrastructure by identifying, controlling, maintaining, and verifying information related to all Configuration Items (CIs) supporting the services offered to customers. SACM includes implementation of a Configuration Management System (CMS) which incorporates information from multiple Configuration Management Databases (CMDBs) containing details of components or CIs used in the provision, support, and management of IT Services provided by ITISP Suppliers and VITA. The CMS will contain information relating to maintenance, movement, and problems experienced with the CI, and their relationships. SACM scope includes management of the complete CI lifecycle. SACM ensures CIs are identified, baselined and maintained. And changes to CIs are controlled via an approved process. Ensures releases into controlled environments, and operational use are done on the basis of formal authorization. It provides a configuration model of the services between CIs. SACM may cover services and CIs required to support services not classified as assets. Scope includes interfaces with internal and external service providers where there are assets and CIs supporting overall functionality of end-to-end services provided by VITA requiring controlled.

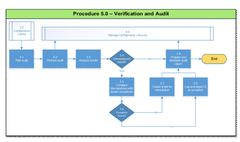












SMM 4.1.4.5 – Knowledge Management (KNGM)

KNGM gathers, analyzes, stores, and shares knowledge and information within ITISP to improve efficiency by reducing the need to rediscover knowledge. KNGM's scope includes the processes, systems and functions (to include oversight) used for managing information and data acquired through legal documentation, company policies, experience, and other sources relevant to the delivery of IT infrastructure services for the benefit of VITA, agencies, and all end users within the ITISP.